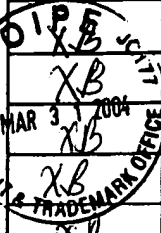


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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)				Applicant Robert R. BUSHEY et al.			
				Filing Date May 26, 2000		Group 2173 <u>2179</u>	
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	2003 /	0 0 2 6 4 0 9	02/06/03	BUSHEY et al.			
		6 0 6 1 4 3 3	05/09/00	POLCYN et al.			
		6 0 5 8 1 7 9	05/02/02	SHAFFER et al.			
		6 0 1 6 3 3 6	01/18/00	HANSON			
		5 9 2 3 7 4 5	07/13/99	HURD			
		5 7 2 9 6 0 0	03/17/98	BALHA et al. <u>BLAHA</u> et al. Technology Center 2100			
		5 3 1 1 4 2 2	05/10/94	LOFTIN et al.			
	2003 /	0 1 5 6 7 0 6	02/21/02	KOEHLER et al.			
		5 7 5 7 6 4 4	05/26/98	JORGENSEN et al.			
		5 8 6 4 8 4 4	01/26/99	JAMES et al.			
		6 0 5 8 1 6 3	05/02/00	PATTISON et al.			
		6 0 6 7 5 3 8	05/23/00	ZORBA et al.			
		6 0 9 9 3 2 0	08/08/00	PAPADOPOULOS			
		6 1 2 8 3 8 0	10/03/00	SHAFFER et al.			
		6 1 5 7 8 0 8	12/05/00	HOLLINGSWORTH			
	6 2 3 6 9 5 5	05/22/01	SUMMERS				
	6 2 8 2 4 0 4	08/28/01	LINTON				
	6 2 0 1 9 4 8	03/13/01	COOK et al.				
	2003 /	0 1 4 3 9 8 1	07/31/03	KORTUM et al.			
	5 7 0 6 3 3 4	01/06/98	BALK et al.				
	5 8 0 2 5 2 6	09/01/98	FAWCETT et al.				
	5 9 9 9 6 1 1	12/07/99	TATCHELL et al.				
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	6 0 3 5 3 3 6	03/07/00	LU et al.				
	6 0 8 8 4 2 9	07/11/00	GARCIA				
	6 1 0 4 7 9 0	08/15/00	NARAYANASWAMI				
	6 1 4 8 0 6 3	11/14/00	BERNNAN et al. <u>BRENNAN</u> et al.				
EXAMINER <u>X.L. Bautista</u>				DATE CONSIDERED <u>12/29/05</u>			

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U.S. PATENT DOCUMENTS														
EXAMINER INITIAL		DOCUMENT NUMBER			DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE					
<div style="border: 1px solid black; border-radius: 50%; padding: 5px; display: inline-block;"> OIP XB MAR 31 2004 U.S. PATENT & TRADEMARK OFFICE </div>		6	1	7	0	0	1	1	01/02/01	MACLEOD BECK et al.				
		6	2	6	3	0	5	2	07/17/01	CRUZE				
		6	2	9	5	5	5	1	09/25/01	ROBERTS et al.				
		6	3	3	2	1	5	4	12/18/01	BECK et al.				
	2001 /	0	0	4	1	5	6	2	11/15/01	ELSEY et al.				
	2002 /	0	1	3	3	3	9	4	09/19/02	BUSHEY et al.				
		6	0	5	5	5	4	2	04/2000	NIELSEN et al.				
		6	1	6	6	7	3	2	12/2000	MITCHELL et al.				
		6	2	0	1	9	4	8	03/2001	COOK et al.				
		6	4	4	8	9	8	0	09/2002	KUMAR et al.				
	6	4	0	5	1	5	9	06/11/02	BUSHEY et al.					
FOREIGN PATENT DOCUMENTS														
		DOCUMENT NUMBER			DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO					
NOT PROVIDED ↑ ↓		0	0	1	7	3	9	6	8	12/07/00	W.I.P.O.			
		03	1	0	1	3	1	1	1	02/13/03	W.I.P.O.			
		01	2	8	3	9	6		9	05/26/00	UNITED KINGDOM			
		0	0	1	3	3	5	4	8	06/08/00	W.I.P.O.			
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7		"ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center, copyright dated 1998-1999, < http://www.call-center.net/ivr-series.htm >.					
8		"Customer Management Technology", TeleTech, < http://www.teletech.com/solutions/cmt.htm >, printed on December 18, 2001.					
9		"Products & Services - Interactive Voice Response (IVR)", Prairie Systems, copyright dated 2001, < http://www.prairiesys.com/PSI/p_s_interactive_sol.htm >.					
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			FIENER et al., "Automating the Generation of Coordinated Multimedia Explanations".
	2	1	P. SZEKELY, "Retrospective and Challenges for Model-Based Reasoning," USC Information Sciences Institute, Marina del Rey, CA, 1996.
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